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KFin Technologies Limited – Central Recordkeeping Agency



PFRDA

Standard Operating Procedure
For
Contribution Upload Version 2.4

KFin Technologies Limited 
(Formerly known as KFin Technologies Private Limited)

Registered & Corporate Office:
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			Name	Date	
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2	2	Suraj Kumar Amin	Sarvadeep Singh	20th Nov 2018	Change in Organization name from "Karvy Computershare Private Ltd" to "Karvy Fintech Pvt Ltd"
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1. Overview

The National Pension System (NPS) was introduced by the Government of India to enable its citizens (in the Government/All-citizen/Corporate sector) to effectively plan for their retirement through reasonably safe and market based returns. Periodic contributions from the Subscribers (and their employers – for Government/Corporate sector), are invested in Pension Funds chosen by the Subscriber from the approved list. On attaining superannuation, part of the accumulated wealth can be withdrawn lump-sum and the balance can be invested in an “Annuity” with a registered ASP (Annuity Service Provider), so that the Subscriber gets regular pension from the Annuity purchase. There are other regulations regarding withdrawal, under various circumstances. Each Subscriber is registered with the CRA and is allotted a PRAN (Permanent Retirement Account Number). This ID is used to track all his/her transactions, contributions, change of details, scheme preferences etc.

NPS is operated through various intermediaries at various stages, as given below:

1. Registration of Subscribers – Application is submitted by the Subscriber and routed through *Nodal Offices* – to *CRA*. Permanent Retirement Account is created in the *CRA* system and PRAN is allotted to the Subscribers by the *CRA*. PRANs can be generated through online options also.
2. Deposit of contribution is made by Subscribers to the *Nodal Offices* (Contribution is deducted from the salary by the *Nodal Offices*, for Government employees). The funds are remitted by *Nodal Offices* to the *Trustee Bank*, with details being uploaded in the *CRA* system by the *Nodal Offices*.
3. Transfer of funds from *Trustee Bank* to *PFM* (as selected) – On reconciliation & as per settlement instructions from *CRA*
4. Changes in Subscriber details (address, scheme preference etc.) - are Intimated by Subscribers – routed through *Nodal Offices* – to *CRA* system. In case of changes in scheme preference etc., new instructions are accordingly implemented in the daily settlement run by *CRA*.
5. On Exit/ withdrawal - Application is submitted by Subscribers and routed through *Nodal Offices* – to *CRA*. On processing, *CRA* gives instructions to the *PFM* to transfer the funds to the *Trustee Bank*. The *Trustee Bank* would transfer the lump-sum withdrawal to the Subscriber’s Bank account and the ‘Annuity’ amount to the *ASP*. The Subscriber would thereafter receive monthly payouts from the *ASP*.

Hence, various intermediaries in the functioning of the NPS system are:

1. **Nodal Offices** – They are the main interface for Subscribers. Their functions include:
 - a. Receiving applications for registration / changes in details / withdrawals from Subscribers, verification and forwarding of the same to *CRA* for processing
 - b. Receiving contributions from Subscribers and upload of contribution details in the *CRA* system

- c. Deposit of funds (contributions) with Trustee Bank and reconciliation thereof with the details uploaded

The Nodal Offices- for various models/sectors – are as given below:

Model/Sector	Registration/change requests/withdrawals & receipt of contributions	Transfer & uploading of contributions	Over-seeing Nodal Offices
For Central Government employees:	DDO, PAO	PAO	Pr.AO
For State Government employees:	DDO, DTO	DTA (Centralised mode) DTO (De-centralised mode) DTA & DTO (Quasi centralized mode)	DTA
For 'All Citizen' model:	POP-SP & POP	POP (Centralised mode) POP-SP (De-centralised mode) POP & POP-SP (Quasi centralized mode)	POP
For 'Corporate' model:	CHO & CBO	POP (CHO – for Direct model)	POP

2. **Trustee Bank** – Their functions include:

- Receipt of funds from Nodal Offices for contribution deposit and reconciliation thereof with the details uploaded in the CRA system
- Transfer of funds to PFMs as per settlement instructions from CRA
- On withdrawal, transfer of funds to Subscriber's bank account (lump-sum portion of withdrawal)
- On withdrawal, transfer of funds to ASP (the annuitized portion)

3. **Pension Fund Manager (PFM)** – Their functions include:
 - a. Receipt of funds from Trustee Bank and investment thereof as per Subscribers' preference
 - b. Updation of NAV etc.
 - c. On withdrawal, transfer of accumulated wealth to the Trustee Bank, as per instructions from CRA.

4. **Annuity Service Provider (ASP)** – Their functions include:
 - a. Receipt of funds from Trustee Bank and instructions from CRA, for investment in annuity for Subscribers, on withdrawal
 - b. Maintaining annuity scheme with the Subscribers thereafter (monthly payouts, queries etc.)

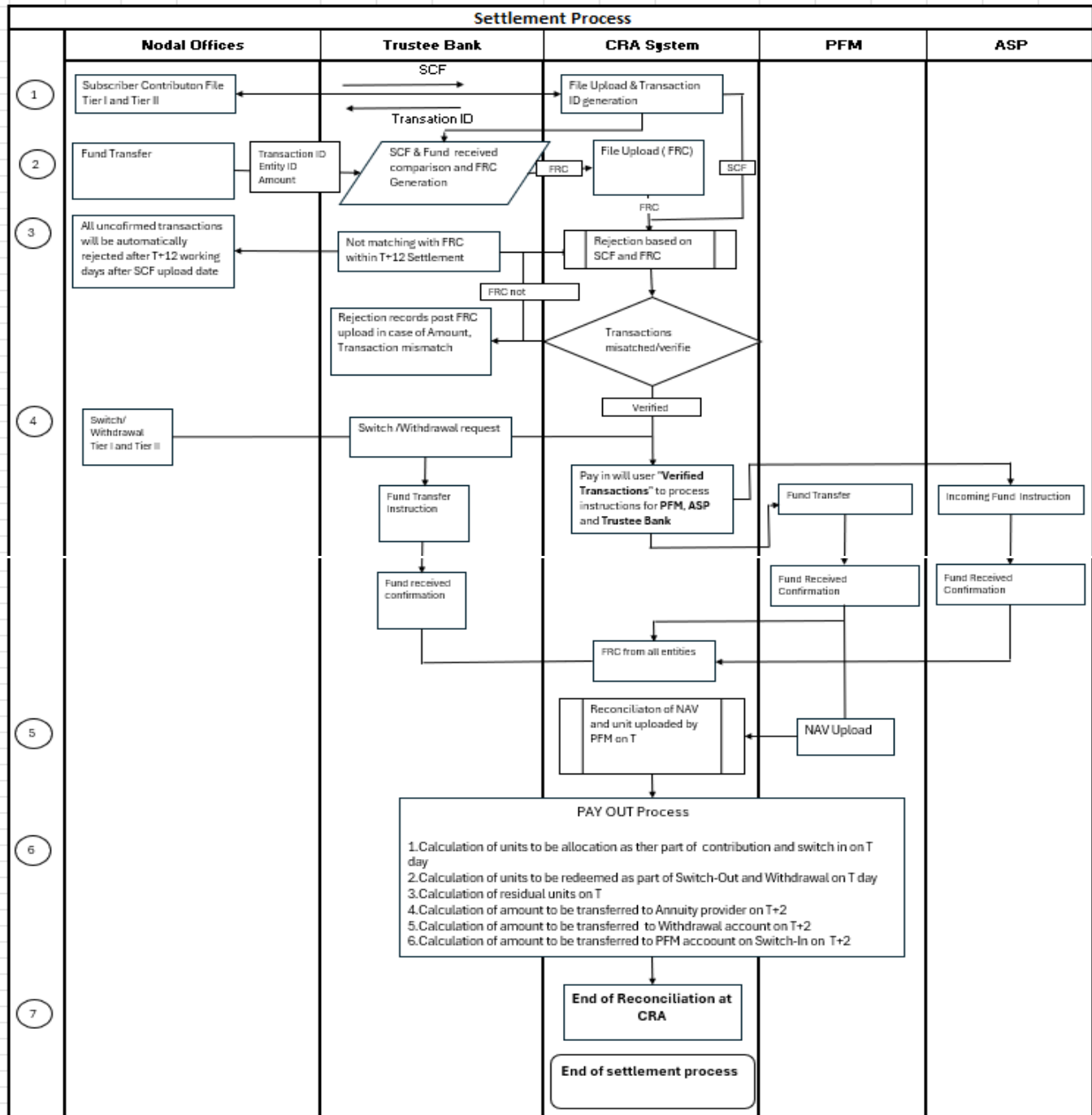
5. **Central Recordkeeping Agency (CRA)** – Their functions include registration and interface with all intermediaries and recording all transactions i.e.:
 - a. Registration of Nodal Offices
 - b. Registration of Subscribers
 - c. Running settlement on upload of contribution details by Nodal Offices and funds receipt confirmation by Trustee Banks
 - d. Settlement instructions to Trustee Banks to transfer funds to PFMs
 - e. Instructions to PFMs for investment and redemptions
 - f. Processing changes requests / withdrawals
 - g. Instructions to Trustee Banks/PFMs/ASPs on withdrawal
 - h. Providing interface to Subscribers for checking status of applications/grievances etc. and providing SoT to the Subscribers.

This document deals with the process to be followed for receiving contributions from Subscribers, upload of information in CRA system, transfer of funds and instructions to other intermediaries like PFMs, ASPs, TBs etc.

ACRONYMS USED:

Acronym	Description
ASP	Annuity Service Provider
CBO	Corporate Branch Office
CHO	Corporate Head Office
CRA	Central Recordkeeping Agency
DDO	Drawing & Disbursing Officer
DTA	Directorate of Treasuries & Accounts
DTO	District Treasury Office
Nodal Office Registration No.	Unique Registration Number allotted by CRA to Nodal Office
NPS	National Pension System
PAO	Pay & Accounts Office
PFM	Pension Fund Manager
POP	Point of Presence
POP-SP	POP Service Provider
Pr.AO	Principal Accounts Office
PRAN	Permanent Retirement Account Number
TB	Trustee Bank

1 Process Chart with swim lanes – Contribution & Settlement Process



2 Receipt/ collection of Contributions:

The contributions under NPS, from various Subscribers, under different models, are collected & remitted asbelow:

Table 1

Model (1)	Mode of collection from Subscribers: (2)	Collected by: (3)	Funds remitted to TB by: (4)	SCF uploaded by: (5)
Central Government	Deducted from salary + employer's contribution	DDOs (and transferred to concerned PAO)	PAO	PAO
State Govt. – Centralised Model	Deducted from salary + employer's contribution	DDOs/DTOs	DTA	DTA
State Govt. – De-centralised Model	Deducted from salary + employer's contribution	DDOs (and transferred to concerned DTO)	DTO	DTO
State Govt. – Quasi Centralised Model	Deducted from salary + employer's contribution	DDOs/DTOs	DTA	DTO
All-citizens - Centralised Model	Paid to POP-SPs by Subscribers	POP-SPs	POP	POP
All-citizens – De-Centralised model	Paid to POP-SPs by Subscribers	POP-SPs	POP-SPs	POP-SPs
All-citizens - Quasi Centralised Model	Paid to POP-SPs by Subscribers	POP-SPs	POP	POP-SPs
Corporate – Direct Model	Deducted from salary + employer's contribution	CHO/CBO	CHO/CBO	CHO/CBO

Corporate – Indirect Model	Deducted from salary + employer's contribution	CHO/CBO & transferred to POP	POP	POP
Tier II – all models	Paid to PAO/DTO/DDO/ POP-SPs by Subscribers	PAO/DTO/POP-SPs	PAO/DTO/POP/POP- SPs	PAO/DTO/PO P/POP-SPs

Govt./Corporate Subscribers make any additional contribution to Tier I account online using eNPS. Corporate Subscribers can make additional contributions to Tier I account through the associated POP also.

3 Upload of Subscribers' Contribution File and remittance of funds to TB:

On collection of contributions from Subscribers, the Nodal Office (POP/PAO/DTO/DTA/Aggregator/CHO/CBO) will upload the Subscriber Contribution File (SCF) into the CRA System in a pre-defined format. Once the file is successfully uploaded in CRA system, the CRA system will generate a Transaction ID for each file. After successful completion of this upload, each entity should perform funds transfer to the Trustee bank.

The detailed steps for upload of Subscribers' Contribution file are given below:

1. The authorized entities, i.e., the office responsible for uploading SCF, will login into the CRA system by providing User Type, User ID, Password and Captcha Code. User will click on the Login button to login in CRA system.

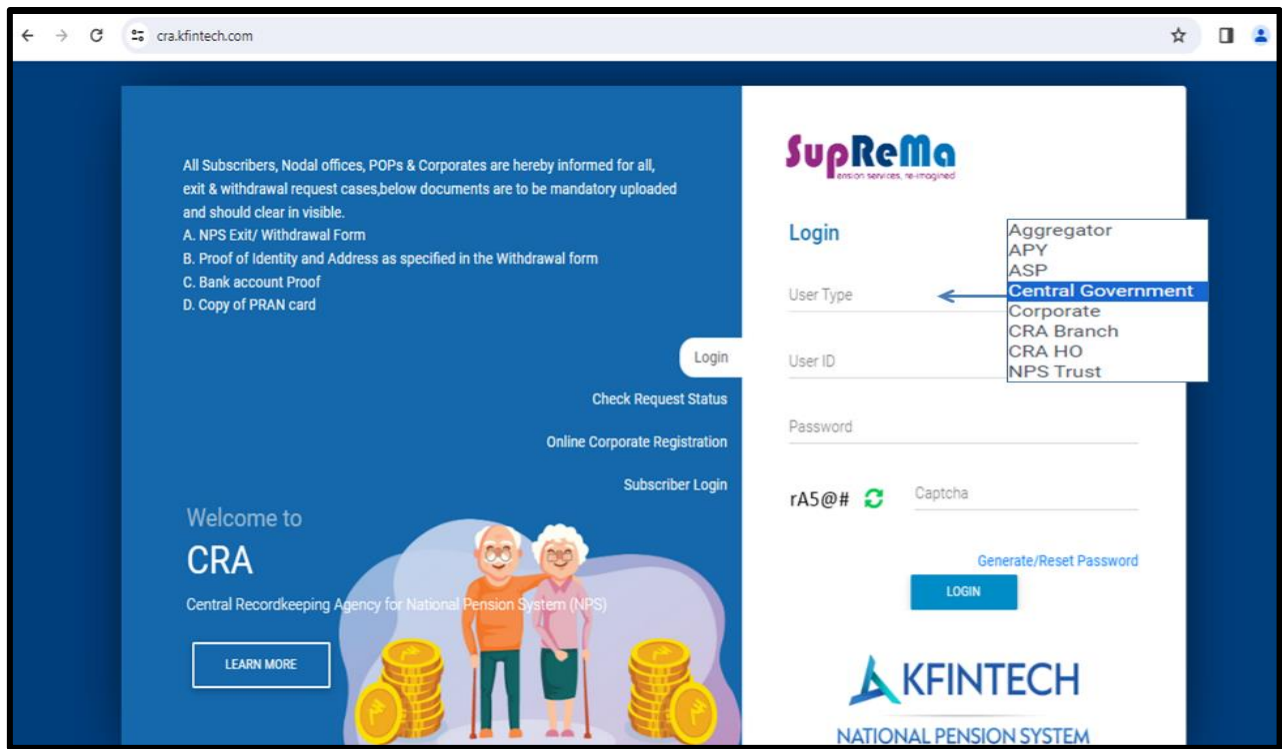
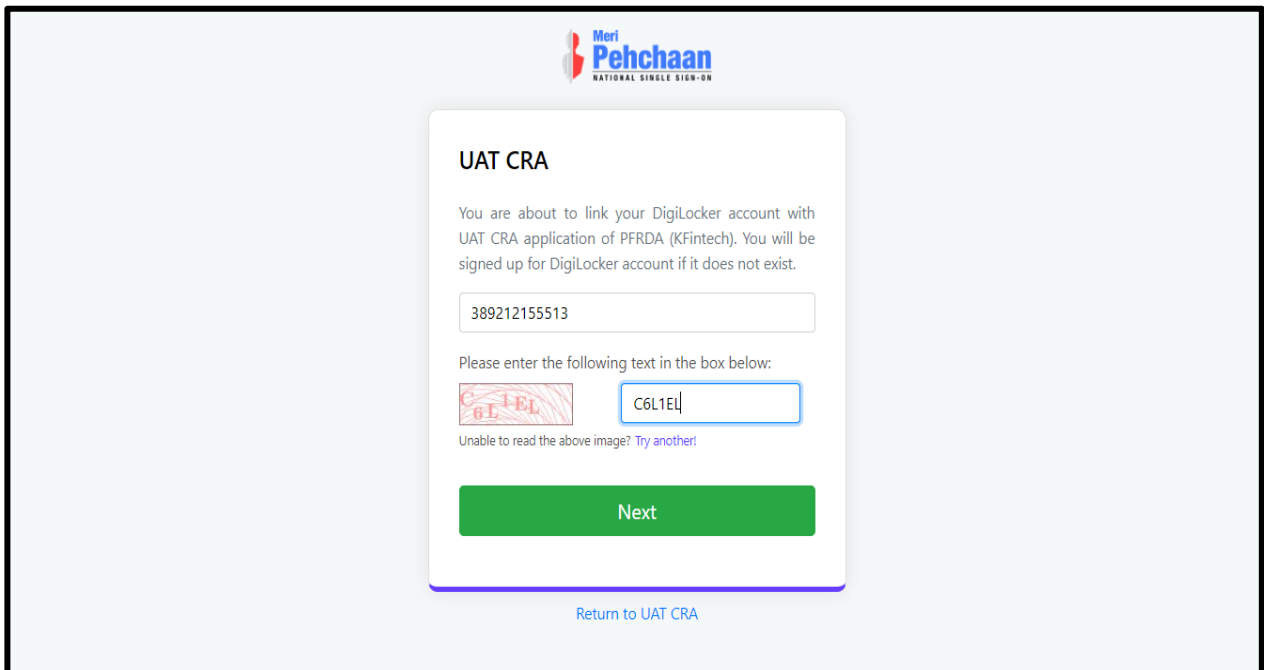


Figure – 1

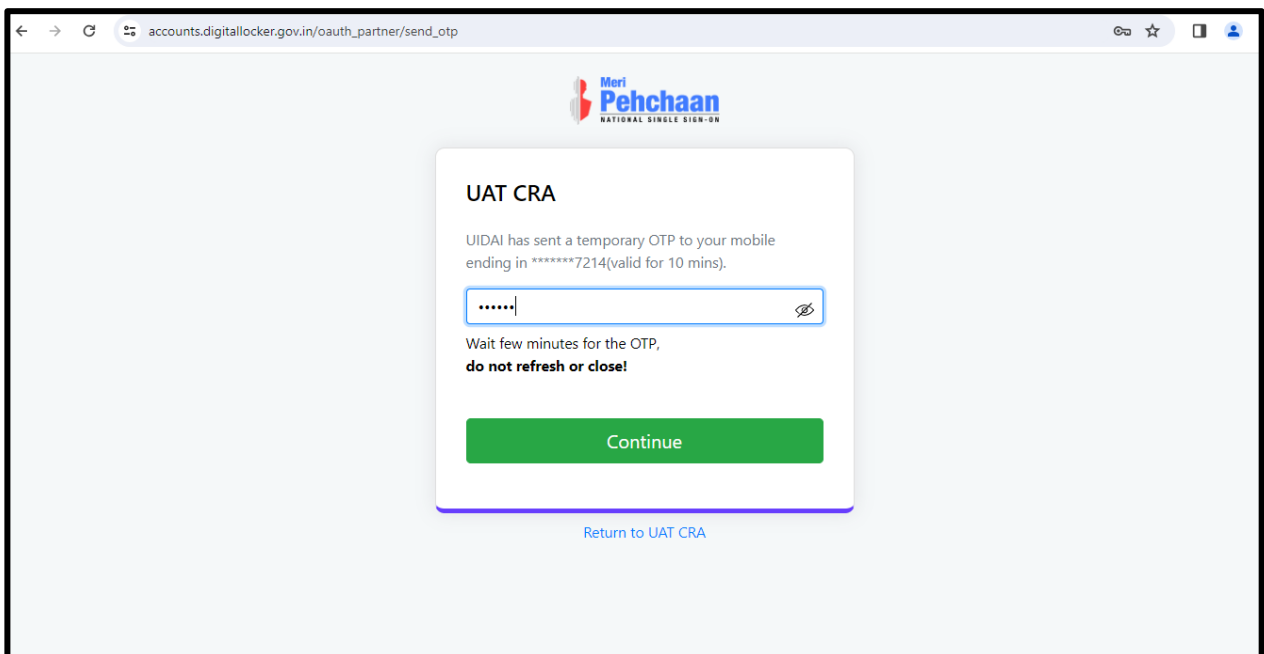
After successful login, in next screen Nodal officer has to Enter its 12 digit Aadhar which is mapped to the said User ID and Click on the button labelled "Next"



The screenshot shows a web interface for 'Meri Pehchaan' (National Single Sign-On). The main heading is 'UAT CRA'. Below it, a message states: 'You are about to link your DigiLocker account with UAT CRA application of PFRDA (KFintech). You will be signed up for DigiLocker account if it does not exist.' There is a text input field containing the number '389212155513'. Below this, a prompt says 'Please enter the following text in the box below:'. To the left of the input box is a CAPTCHA image showing the text 'C6L1EL'. The input box contains the text 'C6L1EL'. Below the input box, a link says 'Unable to read the above image? Try another!'. At the bottom of the form is a large green button labeled 'Next'. Below the form, there is a link 'Return to UAT CRA'.

Figure – 2

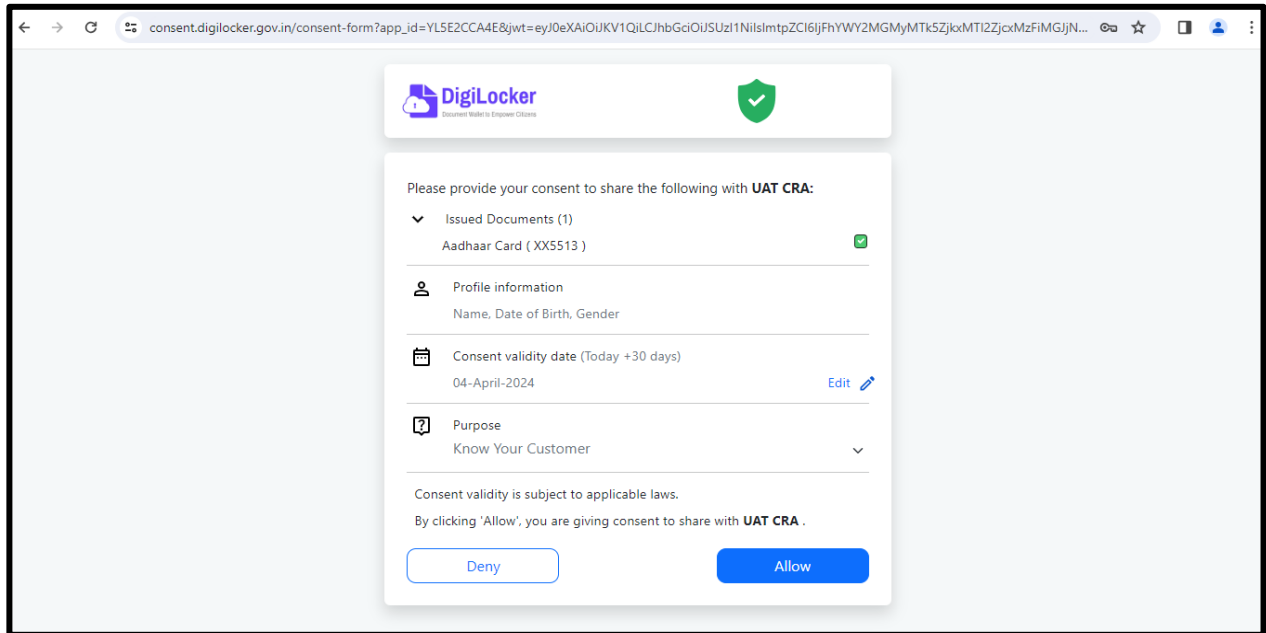
Nodal officer to input the OTP received in the mobile number which is mapped to Aadhar and click on the button labelled "**Continue**"



The screenshot shows a web browser window with the address bar displaying 'accounts.digitallocker.gov.in/oauth_partner/send_otp'. The page header is 'Meri Pehchaan' (National Single Sign-On). The main heading is 'UAT CRA'. Below it, a message states: 'UIDAI has sent a temporary OTP to your mobile ending in *****7214(valid for 10 mins)'. There is a text input field with a masked OTP '*****' and a clear button. Below the input field, a message says 'Wait few minutes for the OTP, do not refresh or close!'. At the bottom of the form is a large green button labeled 'Continue'. Below the form, there is a link 'Return to UAT CRA'.

Figure – 3

Provide Digi-locker consent and click on the button labelled **"Allow"** in below mentioned screenshot



The screenshot shows a web browser window with the URL `consent.digilocker.gov.in/consent-form?app_id=YL5E2CCA4E8&jwt=eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiIsImtpZCI6IjFhYWY2MGMyMTk5ZjJkxMTI2ZjcxMzFhMGJjN...`. The page displays the DigiLocker logo and a green shield icon. The main content area contains a consent form titled "Please provide your consent to share the following with UAT CRA:". The form lists the following items to be shared:

- Issued Documents (1)
 - Aadhaar Card (XX5513)
- Profile information
 - Name, Date of Birth, Gender
- Consent validity date (Today +30 days)
 - 04-April-2024
- Purpose
 - Know Your Customer

Below the list, there is a note: "Consent validity is subject to applicable laws. By clicking 'Allow', you are giving consent to share with UAT CRA .". At the bottom of the form, there are two buttons: "Deny" and "Allow".

Figure – 4

After login, each entity will be able to view "Contribution" option. (Depending on the role provided during registration of the entity/office). User will place the cursor on 'Contribution' menu.

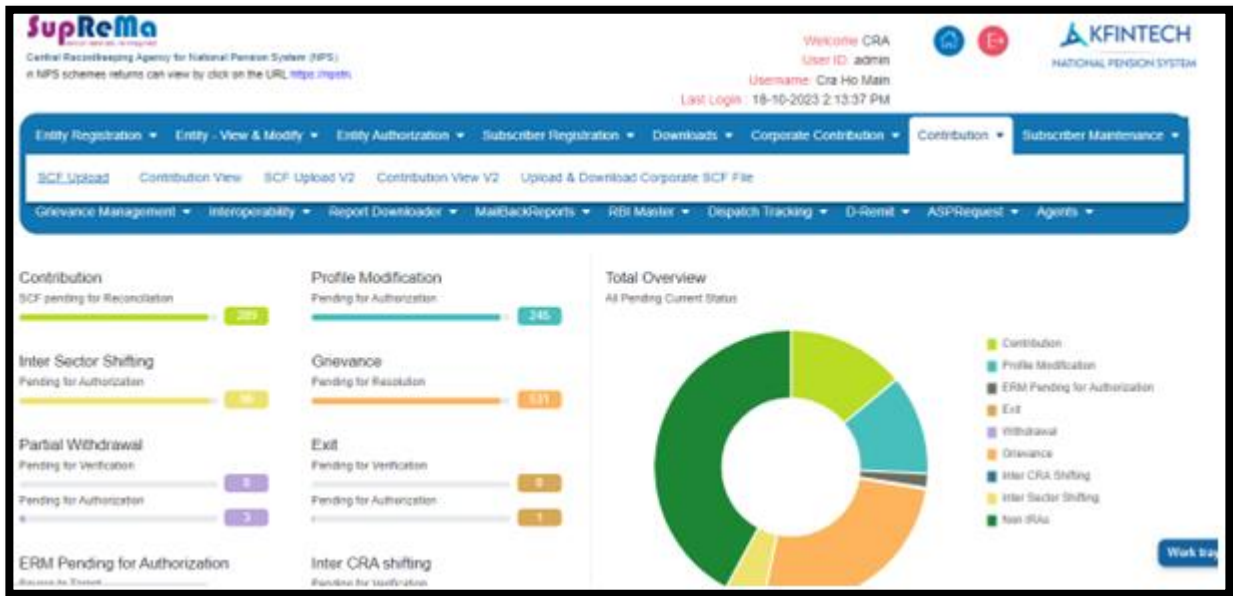


Figure – 5

Below options will be shown to the User. User will click on sub-menu 'SCF Upload' to upload the SCF file.

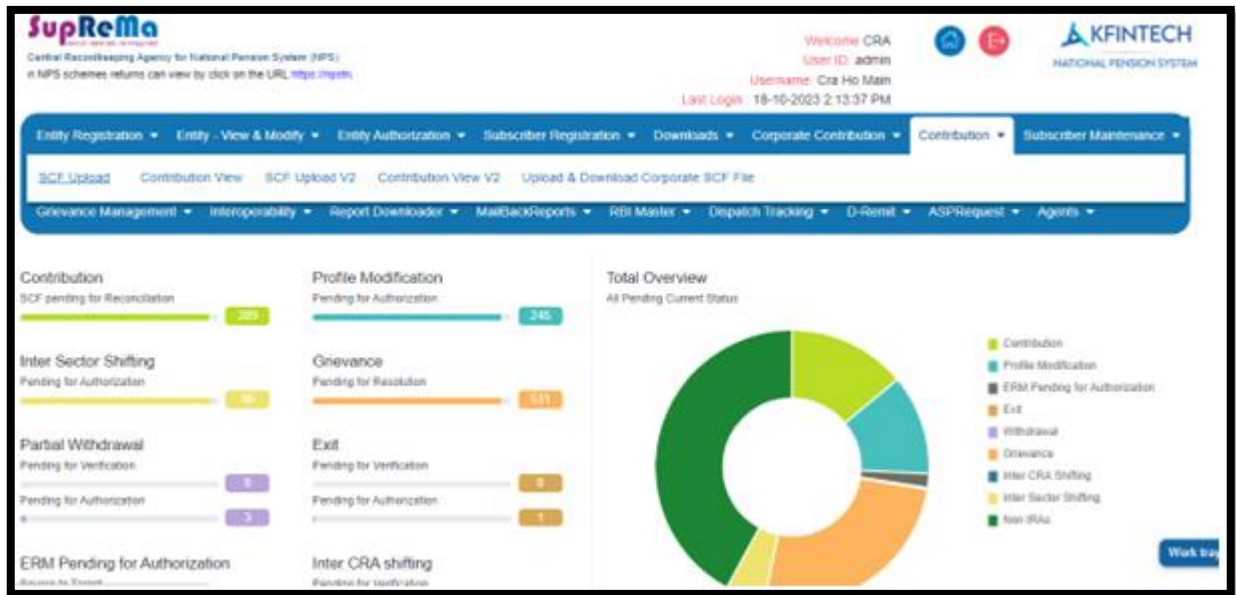


Figure – 6

User will click the (+) option to upload the Subscriber Contribution File (SCF).

SupReMa
Central Recordkeeping Agency for National Pension System (NPS)
information on NPS schemes returns can view by click on the URL

Welcome CRA
User ID: admin
Username: Cra Ho Main
Last Login : 18-10-2023 2:13:37 PM

Entity Registration ▾ Entity - View & Modify ▾ Entity Authorization ▾ Subscriber Registration ▾ Downloads ▾ Corporate Contribution ▾ Contribution ▾ Subscriber Maintenance ▾
Settlement ▾ Error Rectification ▾ Views ▾ Reports ▾ Access Control ▾ Exit and Withdrawal ▾ APY ▾ ASP ▾ MIS ▾ KYC Verification ▾ Downloads ▾
Grievance Management ▾ Interoperability ▾ Report Downloader ▾ MailBackReports ▾ RBI Master ▾ Dispatch Tracking ▾ D-Remit ▾ ASPRequest ▾ Agents ▾

Subscriber Contribution File Upload

Search

Load Date	Entity ID	Record Count	Total Amount	Transaction ID	Status	Entity Count	Provisional receipt number	Re-Upload	Download	Reject
18/10/2023	1010578	1	500.13	23000003061132	Accepted	1	21164663			
18/10/2023	1011501	1	5000	23000003061082	Accepted	1	21164660			
18/10/2023	1011501	1	1000	23000003061033	Accepted	1	21164655			

Figure - 7

2. A screen with 'Select File Type', 'Browse' and 'Download Template' button will appear.

Upload Subscriber Contribution File

Subscriber Contribution File Upload

Select Type: ☐ Text ☒ Excel

Type:

[Download CSF Template](#)

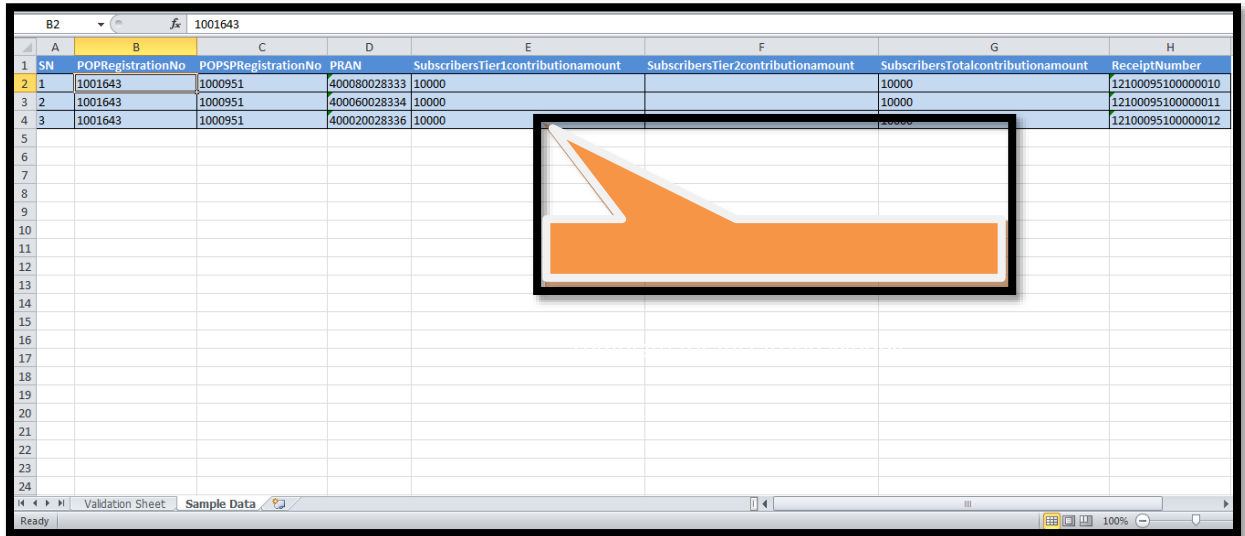
Select File: CorporateC...n_6_test.xlsx

Upload Cancel

Work:1

Figure - 8

- The User may click on 'Download Template' option to download the SCF template (".xls" file). User may use this template to fill in the required data, to ensure smooth upload.



SN	POPRegistrationNo	POPSPRegistrationNo	PRAN	SubscribersTier1contributionamount	SubscribersTier2contributionamount	SubscribersTotalcontributionamount	ReceiptNumber
1	1001643	1000951	400080028333	10000		10000	12100095100000010
2	1001643	1000951	400060028334	10000		10000	12100095100000011
3	1001643	1000951	400020028336	10000		10000	12100095100000012

Figure - 9

- The User has to click on 'Select File' button to select the Subscriber Contribution upload file (".xls" file) from his/her system.
- On clicking 'Upload', the records from the excel file will be read by the CRA system. Preliminary validation of these records will be done by the CRA system.
- If the uploaded file is not in the correct format or has some records which fail preliminary validation by the CRA system, the CRA system will provide a list of "Rejected records", with reasons for rejection for each record.

Entity Details	
Entity Reg. No.	Entity Name
1001569	Centralized3Centralized3juhfdisuhi

Contribution Details			
Date of Submission	Total no. of Subscriber	No. of records upload	No. of rejected records
24 Jan 2017	3	3	3

Rejected PRAN Details		
Line Number	PRAN	Reason
1	400010000531	/ Regular contribution exists with the s contribution exists with the same mont exists with the same month
2	400010000898	/ Regular contribution exists with contribution exists with "the same month / Regular contribution exists with the same month
3	400010001968	/ Regular contribution exists with the same month / Regular contribution exists with the same month / Regular contribution exists with the same month

Instructions :

Error message

Figure - 10

- If there are "Rejected Records", the User has to make corrections in his SCF upload file (based on the reasons for rejection provided by the CRA system) and re-upload the file.
- On successful upload (i.e., if the data uploaded has been successfully read by the CRA system), the following will be displayed: Entity ID, Record count, Total amount and Entity Count.

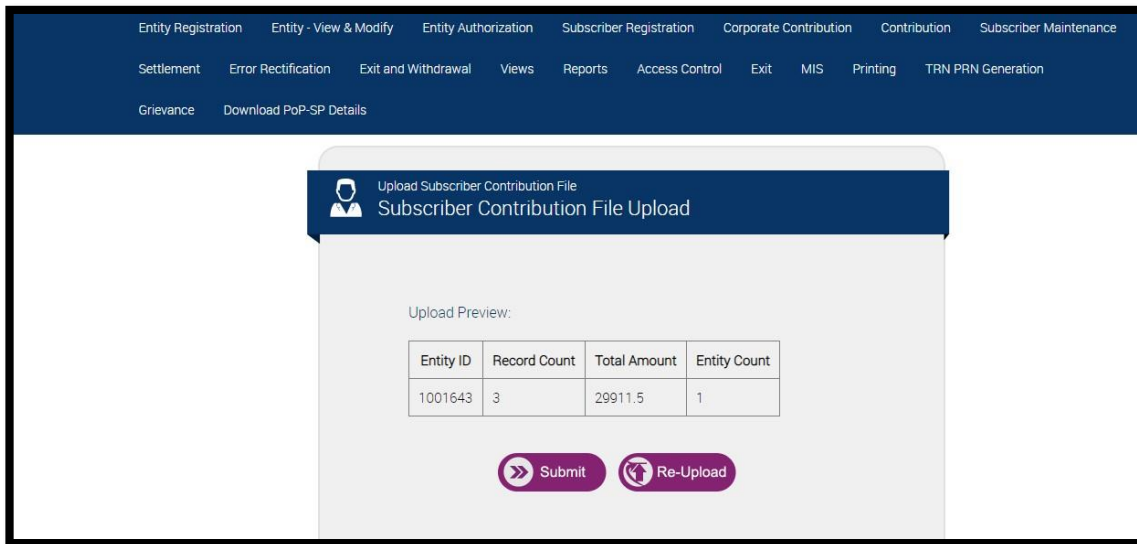


Figure - 11

9. At this stage, the User has two options – either to ‘Submit’ the file or to upload the file again if required. Clicking on ‘Re-upload’ will allow the User to upload the file again.

10. The User has to click on ‘Accept’ to submit the file in the CRA system.

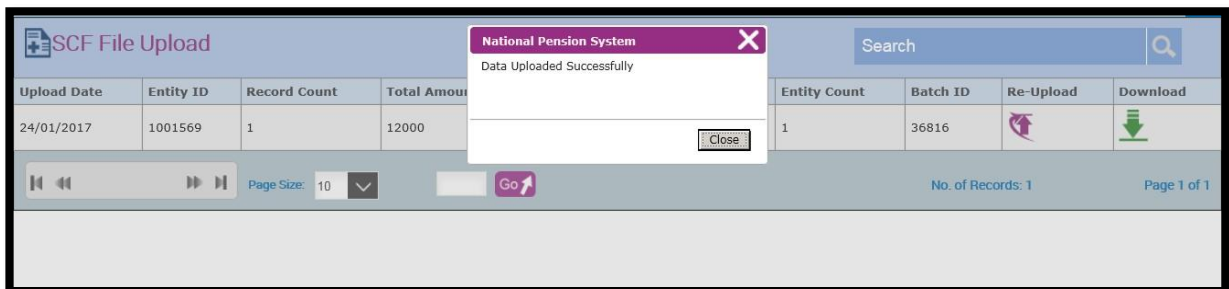
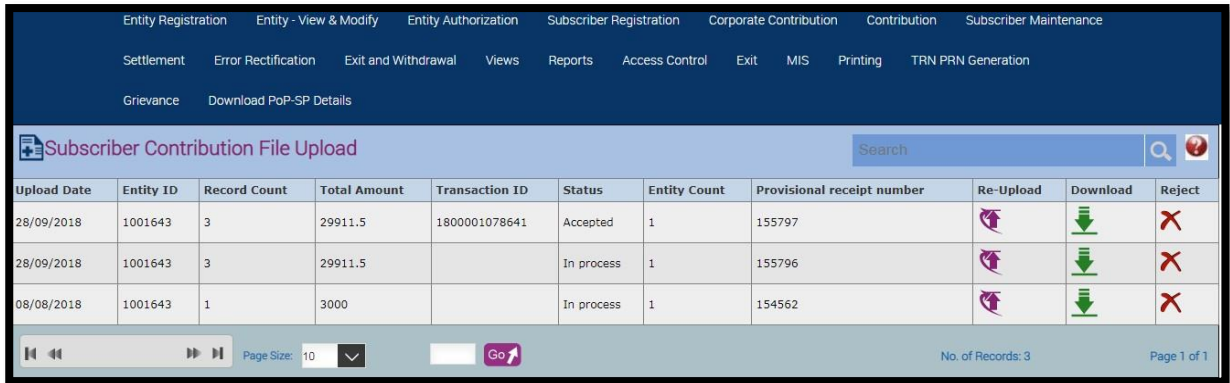


Figure - 12

11. The Upload Date, Entity ID, Record Count, Total Amount, Transaction ID, Status, Entity Count and Batch ID will now be displayed to the Nodal Office User.



Upload Date	Entity ID	Record Count	Total Amount	Transaction ID	Status	Entity Count	Provisional receipt number	Re-Upload	Download	Reject
28/09/2018	1001643	3	29911.5	1800001078641	Accepted	1	155797			
28/09/2018	1001643	3	29911.5		In process	1	155796			
08/08/2018	1001643	1	3000		In process	1	154562			

Page Size: 10 No. of Records: 3 Page 1 of 1

Figure - 13

After successful upload of SCF, the Nodal Office should proceed to remit the funds to the Trustee Bank. The amount remitted by them should match the 'Total amount' uploaded in the SCF, in the CRA system. All Nodal offices have to mandatorily remit NPS contributions through electronic mode (NEFT/RTGS) only – as per PFRDA Circular no. 2014/01/CSG/01 DATED 09.1.2014.

4 Reconciliation

The CRA system will automatically run a reconciliation process to reconcile the contribution data uploaded by the Nodal Office (SCF) and the Funds receipt confirmation (FRC) uploaded by the Trustee Bank.

The steps for the Reconciliation process are given below:

1. In the Reconciliation process, the CRA system will automatically perform a reconciliation between the contribution data uploaded by the Nodal Office (SCF) and the Funds receipt confirmation (FRC) uploaded by the Trustee Bank. This will happen only after the FRC is uploaded by Trustee Bank. This will be done by matching the following fields, between the two files:
 - a) Entity Registration Number
 - b) Transaction ID
 - c) Amount
2. If all three fields match, the status of the contribution files uploaded by the entity (Nodal office) and corresponding records of Fund Receipt Confirmation shall be changed to '**Reconciled**'..
3. For the "**Reconciled**" records, the CRA System will initiate Scheme-wise aggregation of contribution details. The Subscriber-wise, scheme-wise detail of contribution amount as per the percentage allocation of effective scheme setup will be maintained separately. The active scheme set up at the time of "Reconciliation" will be applicable for the contribution records which will be considered for Pay-in, wherein Scheme wise instructions would be generated for the PFMs.
4. If one or more of the above-mentioned fields do not match, the status of the Subscriber Contribution File will remain unchanged i.e. '**Verified**'.
5. The Subscriber Contribution files and Entity wise fund receipt records, with "**Verified**" status, will again be considered in the next Reconciliation process till the status changes to "**Reconciled**" after upload of FRC by Trustee Bank or Transaction ID will expire automatically if the transaction is not reconciled, even after 12 Settlement Days.

6. The Nodal Office and the TB have to identify the reasons for mismatch, for records that are not in “VerifiedStatus”. On identifying the error, either the Nodal Office has to upload a correction file or the Trustee Bank will have to re-upload the FRC with the corrected records, as the case may be. Nodal Office can upload a correction file by visiting the ‘Contribution Upload’ option and click the particular option to upload the correction file. System will provide the option to browse the corrected file. Correction files of Subscriber Contribution can be uploaded by POP/DTO/PAO/Aggregator N number of times in a day, as long as the status of the file/transaction/record is not in “Reconciled” status.

7. Mismatch of data between the SCF and the FRC could be due the following reasons:

- The Key fields may not match due to the following reasons:

- 1) The corresponding Entity-wise fund receipt record (FRC) has not been uploaded or
- 2) Both the Subscriber Contribution File and the corresponding DTO/POP/PAO-wise fundreceipt Record has been uploaded, but there is a mistake in one or more fields, i.e., DTO/PAO/Aggregator/POP Registration Number, Amount or Transaction ID.

- Mismatch in amount could arise in the following cases (tagged as “Verified” transactions)

- 1) POP/Aggregator/DTO/PAO has missed some records in the Subscriber Contribution File but has transferred the money for the same to the Trustee Bank:

In this case, POP/Aggregator/DTO/PAO will have to upload a correction file for Subscriber Contribution containing the details of all the Subscribers for whom the amount has been transferred to the Trustee Bank. The original Subscriber Contribution File will be cancelled on acceptance of the correction file.

- 2) Nodal Office (DTO/POP/Aggregator/PAO) reports excess amount (in the Subscriber Contribution File) as compared to the amount reported by the Trustee Bank. This may happen where the amount transferred to and confirmed by the Trustee Bank is actually correct, but the Nodal office has uploaded extra records in the Subscriber Contribution File. In this case, Nodal Office (DTO/POP/Aggregator/PAO) will have to upload a correction file for Subscriber Contribution. The original Subscriber Contribution File will be cancelled on acceptance of the correction file.

- 3) Error in Entity wise fund receipt record uploaded by Trustee Bank:

The Trustee Bank may make a mistake in the Entity-ID or amount or Transaction ID:

In this case the Trustee Bank will have to re-upload the FRC with corrected records, containing a reference to the incorrect record which will be cancelled once the correction record is accepted. Trustee Bank should upload only those records (Entity-wise) where corrections are required.

8. After the Reconciliation process, three dependents processes will be executed by CRA: Pay-In, Pay-Out i.e. unitization and Communications to subscribers.

5 Pay in process:

The “Pay-in” process involves processing of Subscriber contribution as per the given current scheme setup, switch-out requests, switch-in requests and the withdrawal requests. During the “Pay-in” process, a set of instructions would be generated for different entities (PFMs, TB, and ASPs). These entities are required to act on the instructions received during the pay-in process within agreed timelines. The “Pay-in” process is performed after running the “Reconciliation Process”.

“Pay-in” process summarizes amount to be invested and Units to be redeemed for the day (on T basis except mentioned otherwise) PFM-wise Scheme-wise. The following will be considered for “Pay-in” process:

- i. Subscriber Contribution amount which has been “Reconciled” after FRC by TB
- ii. Investment amount of Switch-In (Inter-PFM) (switch-out amount of T-2);
- iii. Investment amount of Switch-In (Intra-PFM) (switch-out amount of T-2);
- iv. Units to be redeemed for Switch-Out part of the Switch requests (Inter-PFM) which are authorized;
- v. Units to be redeemed for Switch-Out part of the Switch requests (Intra-PFM) which are authorized;
- vi. Units to be redeemed for Withdrawal requests which are authorized.

The output of the “Pay-in” process will be:

- i. “Instructions for Scheme-wise Investment/redemption” to PFM: Instructions to multiple PFMs for new investment and redemption of units.
- ii. “Instructions for Funds transfer” to PFM: Instructions to multiple PFMs for transfer/receipt of funds to/from Trustee Bank.
- iii. “Instructions for Funds transfer” to Trustee Bank: Instruction to Trustee Bank for transfer/receipt of funds to/from PFMs and transfer of funds to ASP and Subscriber.

5.1 General conditions (“Pay In”):

- I. The term “T” means the Settlement Day on which Pay-In and Pay-Out cycle is executed. The same will be determined based on Calendar Master maintained in the CRA system.
- II. Terms T+1 & T-1 means one day after & before T respectively
- III. Pay-In will be a manually triggered process. It should be triggered every day after cutoff time. Pay-In cutoff time will be defined as a parameter in the system.
- IV. If Pay-In is not executed on any particular day, the transactions for that day will be considered in the nextday’s Pay-In. Also, two “Pay – In”s cannot be executed on single day. E.g.: If Pay-In is not executed for 17-10-2023, all the eligible transactions for this Pay-In will be considered in the Pay-In of 18-10-2023. No separate Pay-In will be executed for 17-10-2023 on 18-10-2023.
- V. For a particular PFM, any combination of Contribution, Switch and Withdrawal instructions may be present for Pay-In processing. In case there is no instruction (Contribution/Switch/Withdrawal) during the day for a particular PFM, “Instructions for Scheme-wise Investment/redemption” for that PFM will show the amount/units as Nil (zero).
- VI. Even though Reconciliation is a continuous process, only those Subscriber Contribution files which are received before pre-decided cut-off time and “Reconciled” on or before cut-off time (after FRC upload) will be considered in Pay-In of T.

Example 1: For the processing of 18-10-2023, the Subscriber Contribution summary records which are received on or before cut-off time of 17-10-2023 or 18-10-2023 and which are “Reconciled” before cut-off time on 18- 10-2023 will be considered for Pay-In on 18-10-2023.

Example.2: Subscriber Contribution file received on Saturday will be processed in Pay-In of Monday, if theSubscriber Contribution file is in status “Reconciled” before Monday’s Pay-In. If the file is received before the cut off on Thursday, it will be processed in Pay-In of Friday provided the file is matched and booked.. All those contributions which have been identified for last “Reconciliation” process before cutoff time for Reconciliation, will be considered for Pay-In of the same day, even though actual process execution may continue beyond this cutoff time.

- VII. All switch and withdrawal requests verified before the cut off time of T will be considered for the Pay-In process of day T. Requests received after cut off time, will be processed on T+1 Pay-In.
- VIII. Regular and Correction files uploaded for Subscriber contributions on same day i.e. T, before cutoff time will be considered in Pay-in of same day i.e. T. All files received after cutoff time on T will be taken up for pay-in processing on T+1.after FRC upload only.
- IX. Inter-PFM & Intra-PFM Switch Request:
 - a. Units will be redeemed (i.e. Switch-Out) on T basis (Pay-in date), and funds transfer for the same will be on T+2 Basis.
 - b. Instruction for Switch-out amount to be invested (i.e. Switch-In) will be on T+2 basis and funds transfer for the same will also be done on T+2 basis.
- X. Instructions for Funds Transfer will be sent to PFM and Trustee Bank, irrespective of whether the PFM/Trustee Bank is in receivable or payable position.
- XI. Instructions for Funds transfer will not be sent to ASP and Withdrawal Account.
- XII. Transaction type-wise Investment-Redemption instruction will be generated for every scheme of the PFM. Even if there is no investment/redemption for a particular scheme on that day, statement will contain rows for all transaction types (CNT, SOA, SOE, SIA, SIE, WDR) for that scheme with units and amount fields kept as Nil (zero).
- XIII. Instructions for fund transfer to PFM will show the Scheme-wise Amount to be received (For Contribution & Switch-In) & amount to be paid (For redemption on account of Switch-Out and Withdrawal on T-2), Scheme-wise Net amount to be paid/received and net amount to be paid/received at PFM level.
- XIV. In case the amount to be paid to / received from Trustee Bank is Nil, the same will appear as NIL in the "Instructions for Funds transfer" to PFM.

- XV. In case the amount to be paid to any entity is Nil, the same will appear as NIL in the “Instructions for Fundstransfer” to Trustee Bank.
- XVI. All the records processed in a particular Pay-In will be marked with a Pay-In date, which will be the business date.
- XVII. Every record considered in the Pay-In process will be updated with a Pay-In Process id.
- XVIII. In case ‘Subscriber to DTO/PAO mapping’ is changed after contribution file is ‘matched and booked’, the contribution amount would remain booked for old DTO/PAO only.

5.2 - “Instructions for Scheme-wise Investment/redemption” to PFM: Instructions to multiple

PFMs for new investment and redemption of units.

Pay-In will calculate the below details for sending consolidated Scheme-wise Investment/redemption Instruction to PFM:

1. Subscriber Contribution Amount - Scheme-wise total amount of Subscriber Contribution, which are Verified and uploaded in CRA system before pre-decided cut-off time, on T basis.
2. Inter-PFM Switch-In Amount - Switch between Schemes of 2 different PFM - Scheme-wise total amount to be invested on T basis for Switch-In part of Inter-PFM Switch requests whose switch out part was processed on T – 2. For the given scheme, Switch-In amount of all Subscribers will be aggregated.
3. Intra-PFM Switch-In Amount - Switch between Schemes of the same PFM: Scheme-wise total amount to be invested on T basis for Switch-In part of Intra-PFM Switch requests processed whose switch out part was on T – 2. For the given scheme, Switch-In amount of all Subscribers will be aggregated.
4. Total amount to be invested on T - Scheme-wise

Total amount to be invested on T (Scheme-wise) =	SUM OF: Total Contribution amount (as calculated in 1) + Total amount to be invested for Inter-PFM Switch-In part of Switchrequest (as calculated in 2) +Total amount to be invested for Intra-PFM Switch-In part of Switch request(as calculated in 3)
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5. Inter-PFM Switch-Out Units - Switch between Schemes of two different PFMs: Scheme-wise total units to be redeemed on T Basis for 'Switch-Out part of Switch requests' to be executed on T basis. For the given scheme, Switch-Out units of all Subscribers will be aggregated.
6. Intra-PFM Switch-Out Units - Switch between Schemes of the same PFM: Scheme-wise total units to be redeemed on T Basis for 'Switch-Out part of Switch requests' to be executed on T basis. For the given scheme, Switch-Out units of all Subscribers will be aggregated.
7. Units to be redeemed as a part of Withdrawal request - Scheme wise units to be redeemed as a part of Withdrawal Request for each Subscriber. For the given scheme, Withdrawal of all Subscribers will be aggregated.
8. Total Units to be redeemed on T

Total units to be redeemed on T (Scheme-wise) =	SUM OF: Total units to be redeemed for Switch-Out of Inter-PFM Switch requestreceived on T + Total units to be redeemed for Switch-Out of Intra-PFM Switch requestreceived on T + Total units to be redeemed for Withdrawal request
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6 Payout process

Pay-Out process deals with the distribution of units to the Subscriber's PRAN and calculation of units to be redeemed. This is done at CRA System and will cover:

1. Unitization for Subscribers - Distribute the Scheme-wise units to be allotted / redeemed for each individual Subscriber after NAV file is uploaded by PFM for that day.
2. Investment/redemption instruction – for ASPs/Withdrawal Account - Calculate the amount to be transferred to the Annuity Service provider and Withdrawal Account.
3. Generate the statement for Annuity Service Provider and Withdrawal account containing the details of Subscribers.
4. Pay-Out will also calculate the amount for Switch-In part of Switch instruction.

Detailed steps for Payout Process

1. After Pay in process, Payout Process will begin.
2. It will take Fund receipt confirmation of TB/PFMs after Pay in as input along with PFM wise NAV details.

3. Pay out process will calculate multiple files for all entities like ASP, PFM and Trustee bank, as detailed below:

7.1- Calculation of scheme-wise Units to be allotted for Contribution and Switch-In based on NAV uploaded by PFM:

- For Contribution amount of Subscriber1 for Scheme1:

Units =	Contribution of Subscriber1 for Scheme1 on T / NAV of Scheme1 on T (i.e. for the day)
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- For Investment (Switch-In) amount of Subscriber1 for Scheme2:

Units =	Switch-out Amount as calculated in Pay-Out of T-2 / NAV of Scheme2 on T
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7.2 - Calculation of Gross Redemption amount for Switch-Out and Withdrawal Amounts

Gross Redemption amount on T - Subscriber-wise =	Units redeemed on TX (multiply) NAV of the scheme as on T
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7.3 - Calculation of STT (Securities Transaction Tax) amount for each Subscriber - on T basis

Scheme-wise STT amount on T basis Subscriber-wise =	Subscriber wise scheme-wise units redeemedX (multiply) <i>Scheme-wise STT amount per unit*</i>
<i>Scheme-wise STT amount per unit*</i> =	Scheme-wise STT amount provided by PFM in NAV upload / Total number of units redeemed for that scheme

STT (Securities Transaction Tax) will be calculated Subscriber wise on pro-rata basis on the units to be redeemed for each Subscriber (i.e. Redemption on account of Switch-Out and Withdrawal) as per applicable rates. The amount will be rounded up to 2 decimal points.

For example: for Scheme1, a total of 4120 units were redeemed on a day and total of Rs. 500 was deducted as STT by PFM. Distribution of the same - Subscriber-wise scheme-wise is done as below

Total STT Amount	Total Units	STT Amount/Unit (a)
500	4120	0.121359

Subscriber	Units (b)	STT Amount (a*b)
Subscriber 1	2120	257.28
Subscriber 2	2000	242.72
	Total STT	500.00

7.4 - Calculation of Net Redemption amount (on T basis) for each Subscriber.

Net Redemption amount on T basis Subscriber-wise =	Gross Redemption amount on T Subscriber-wise - (minus) STT amount
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7.5- Calculation of scheme-wise Residual units & amounts – to be posted in separate scheme-wise residual accounts

Residual units on T (Scheme-wise) =	Total units to be allocated on T at PFM Scheme level (based on units in NAV details uploaded by PFM) - (minus) Sum of all units (for that scheme) allocated to individual Subscriber accounts on T
Residual amount on T (Scheme-wise) =	Net redemption amount on T at PFM Scheme level - (minus) Sum of Net redemption amount (for that scheme) in individual Subscriber accounts on T

7.6 - Distribution of scheme-wise units to various Subscribers. (Used for Subscriber-wise Scheme-wise Balance Units calculation)

Scheme-wise net units allocation (On T except mentioned specifically) =	Units to be allocated (For Subscriber Contribution amount on T) + (plus) Units to be allocated (For Switch-In of Intra-PFM Switch-Out of T-2) + (plus) Units to be allocated (For Switch-In of Inter-PFM Switch-Out of T-2) - (minus) Units to be redeemed (For Intra-PFM Switch-Out of T) - (minus) Units to be redeemed (For Inter-PFM Switch-Out of T) - (minus) Units to be redeemed (For Withdrawal of T)
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7.7 - Calculation of Switch-In amount for each Subscriber (Same will be considered in Pay-In calculations on T+2 basis, T being the date of Switch-out).

Subscriber-wise amount of Switch-In	Subscriber-wise net redemption amount of Switch-Out
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7.8 Calculation of withdrawal amount to be transferred to ASP for each Subscriber.

A. Total Withdrawal amount Subscriber-wise	Net Redemption amount of withdrawal for Scheme1 + (plus) Net Redemption amount of withdrawal for Scheme2
B. Amount to be transferred to Annuity Scheme	No. of units for withdrawal X (multiply)

Provider1 for a particular Subscriber on Retirement / Resignation	NAV as on settlement date (No. of units for withdrawal is determined before the settlementdate)
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7.9 - Calculation of total amount to be transferred to ASP on T+2(Calculation on T).

The total amount to be transferred to ASP on T+2 (Calculation on T) will be the Sum of Subscriber-wise amount to be transferred to ASP. This amount will be calculated in Pay-Out of T (the Pay-Out in which Statement for ASP will be generated) and the same will be considered for Funds transfer on T+2.

- 7.9.1 Generation of Statements for Annuity Service Providers and Withdrawal Account - After all calculations as explained above, separate statements, emails and Instructions for investment and withdrawal will be provided for all entities like ASP, PFM and TB, containing information relating to the Subscribers.
- 7.9.2 Statement to Annuity Service Provider and Withdrawal account will be generated in last Pay-Out (i.e. only after the Pay-out is run for all PFMs.)
- 7.9.3 After pay out process, Statement of investment and Withdrawal details are made available for Subscribers and Entities. Status of claims and activities are updated in the CRA website.

8 General conditions for Payout process:

- i. Pay-Out will be an automated process and will be triggered automatically. It should be triggered everyday after a cutoff time, which can be extended due to exceptions if required.
- ii. Pay out process can be run multiple times in a day.
- iii. PFMs will upload NAV daily even if there is no transaction for any of the scheme.
- iv. Units will be calculated up to 4 decimal places (Example: 654.4465).
- v. NAV will also be captured up to 4 decimal Places (example. 11.4443).
- vi. Amount will be captured and converted upto 2 digits along with comma separators at thousands (Example: 131,565.54).
- vii. Pay-Out can be processed for one or more PFM separately. Thus multiple Pay-Out processes at CRA can be run in a day, but can be run only once for each PFM. All the payouts would be marked 'ready to be processed' by default as soon as the payout file is received from PFM. The system will provide the facility to exclude a PFM for payout processing.
- viii. Once PFM User uploads the NAV file in CRA system, NAVs are compared with the previous day uploaded NAV and differences are shown to the User on the screen. If the difference is more than the below mentioned

%, it is highlighted in red.

- a. Equity Scheme – more or less than 1%
 - b. Corporate Bonds Scheme – more or less than 0.50%
 - c. Government Securities Scheme – more or less than 0.50%
 - d. Alternate Funds Scheme – more or less than 1%
- ix. Further, alert mail is also sent to PFMs registered mail IDs intimating the differences between uploaded NAV and the previous day NAV.
- x. Payout Files received beyond the Pay-out deadline will be processed manually by CRA User using "Pay- Out initiation screen".
- xi. Unit allocation for contribution amount: Units will be allotted for the total Contribution amount uploaded for a Subscriber in the contribution file. Separate unit allotments for Government contribution and Own contribution will not be done.

For each scheme which is part of Subscriber's scheme preference, allocation of units will be done by dividing the respective contribution amount with the applicable NAV. The same will be rounded down (i.e.lower) to 4 decimal digits.

- xii. Funds will be transferred to the Withdrawal Account and Annuity Service Provider (i.e. Amount to be refunded to Subscriber/nominee) on T+2 basis.
- xiii. Trustee Bank will transfer the money only after money is received from all payable entities.
- xiv. If the Subscriber Contribution File contains multiple entries for a particular Subscriber (e.g. contribution, arrears etc.), the units' allotment for the Subscriber will have corresponding multiple entries.
- xv. Units allotted to individual Subscriber will be rounded down up to 4 decimal digits. Gross redemption amount will be rounded down to 2 decimal digits. STT will be rounded up to 2 decimal digits.
- xvi. Residual units may arise in case of allocation of units as a part of Contribution and Switch-In.
- xvii. Residual amount may arise in case of redemption of units as a part of Switch-Out and Withdrawal.
- xviii. Determination of T, T+1, T-1, etc. will be done based on a Calendar master maintained in CRA system.
- xix. All the records processed in a particular Pay-Out will be marked with a Pay-Out date.
- xx. Every record considered in the Pay-Out process will be updated with a Pay-Out Process id.
- xxi. PFM can correct the NAV file uploaded earlier, prior to processing at CRA (i.e. beginning of Pay-Out process at CRA). The earlier file uploaded by the PFM would stand cancelled and the new will be used for processing at CRA.
- xxii. At the time of initiating the payout process at CRA, all the NAV files to be considered for payout processing would be marked. PFM cannot correct such marked NAV files.
- xxiii. Dummy Statement will be generated for Annuity Service Provider and Withdrawal account in case there are no withdrawal requests processed on T.
- xxiv. After the units are credited to the Subscriber's account, the Statement of Account will be updated and the Subscriber can check the same in the website, using his/her login.

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